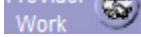
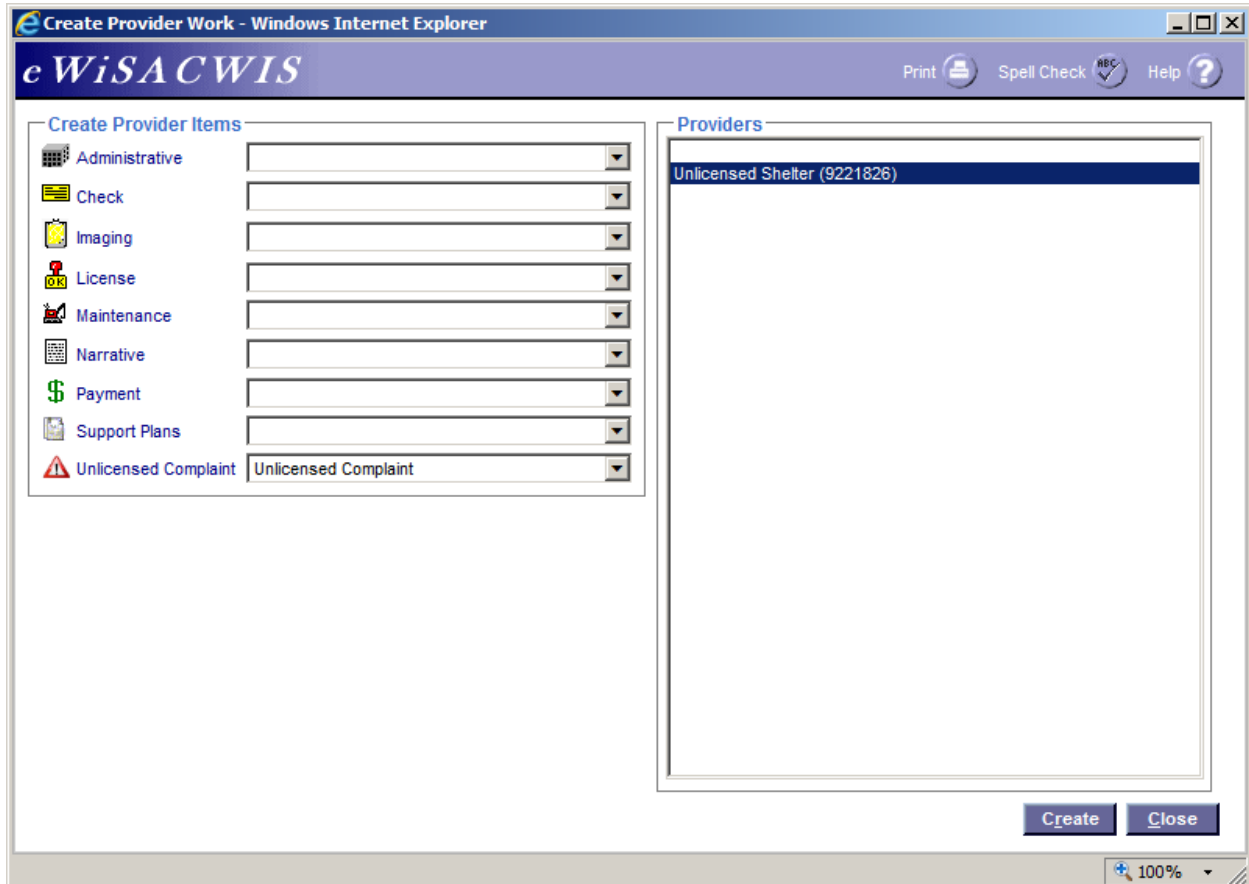


Documenting an Unlicensed Complaint/Serious Incident Report

Note: In order to document an unlicensed complaint, you need an assignment to the provider record.

1. From your desktop, click on the  icon. This will open the Create Provider Work page.
2. On the Create Provider Work page, select Unlicensed Complaint from the Unlicensed Complaint drop-down. Select the provider. Click Create. This will open the Complaint/SIR page.



- Enter the Received Date and select a method. If the Method = Letter, the Complainant Letter Date will fill with the same date as the Received Date. If applicable, select the Serious Indicator/48 Hr checkbox. Enter the Date of Occurrence. If the complaint/SIR is later associated to a site visit where the Action = 2544 Issued or a Noncompliance Statement and Correction Plan, the Noncompliance Statement checkbox will be checked. The Assigned Date fills with today's date. If the complaint/SIR is later associated with a noncompliance, enforcement, or site visit, the Noncompliance, Enforcements, or Site Visits box, respectively, will display a link to the noncompliance, enforcement, or site visit. Clicking the hyperlink will open the associated noncompliance, enforcement, or site visit.
- If applicable, search for the liaison by selecting the [Search](#) hyperlink.

Note: You can update the Received By and Assigned To workers by clicking the [Search](#) hyperlink to the right of the associated field.

- Select a Decision and enter the Decision Date; the incident type(s) field dynamically displays when the complaint source is SIR and the decision is anything other than pending.
- Enter the description of the complaint/SIR. Document the Complainant Name and Complaint Source. If the complainant would like to be notified of the result of the complaint, select the Notify Submitter checkbox. When applicable, enter the Date Submitter Notified. Complete the Complainant Contact Information group box by entering the address and phone information for the complainant.
- Once the decision has been documented select the “Notify Primary Worker” hyperlink. This will bring up the “Notify Primary Worker” pop-up page.

Notify Primary Worker of SIR -- Webpage Dialog

eWiSACWIS^{HD} Print Spell Check Help

Child(ren) in Placement

Child(ren)	Message Sent
<input checked="" type="checkbox"/> Brown, Anna (4561234)	03/01/2016
<input type="checkbox"/> Brown, mathilda (3451487)	
<input checked="" type="checkbox"/> Corn, Tammy (1251402)	03/01/2016
<input checked="" type="checkbox"/> Corn, Larry (1020112)	03/01/2016

Save Close

This page enables workers to identify child(ren) involved in a SIR who are in an open placement with a private provider or with a Child Placing Agency (CPA) if the provider is licensed by that CPA and sends a new Automated Message to the Primary Worker on the case of the child's placement about a new SIR.

8. In the Facility Investigation group box, the Type will default to "Unlicensed" since this was created from the Create Provider Work page and is not associated to a Facility License. The Result field will update based on the information that is documented below for the Violation Result. Select the appropriate Alleged Violation. Click the Insert button to add additional alleged violations. After the investigation has been completed, update the Violation Result for each Alleged Violation. Document the findings of the complaint and allegations in the Findings box.

Complaint/SIR - Windows Internet Explorer

eWiSACWIS Resource Print Spell Check Help

Provider

Name: [Unlicensed Shelter \(9221826\)](#) Licensor: Worker Rusk
 Type: Unlicensed Shelter Care Complaint/SIR ID:

Facility Investigation

Type: Result: Pending Begin Date: End Date:

Alleged Violation	Violation Result	
<input type="text"/>	<input type="text" value="Pending"/>	Delete

[Insert](#)

Findings:

[More...](#) [Less...](#) [Default](#)

Referral

Referred To: Date Sent: Response Received:
 Referral Reason: Response:

[Save](#) [Close](#)

100%

9. If the Complaint Source is SIR, the SIR Documentation group box will appear. Click the [Imaging Search](#) hyperlink to add the SIR image.

SIR Documentation

Date of Document	Image/Document	
		Delete Imaging Search

[Insert](#)

Referral

10. On the Imaging Search page, eWiSACWIS will look to see if any SIR images have been added to eWiSACWIS in the past month. If none have been added, you will receive a message stating there is no matching data found for your criteria specified. You can add a new image by clicking the Create button. If an image already exists, click the radio button next to the image and click Continue to return to the Complaint/SIR page.

Imaging Search -- Webpage Dialog

eWiSACWIS Resource Print Spell Check Help

Search Criteria

Search by: Provider Name: Unlicensed Shelter (8055783) Start Date: 01/15/2013 End Date: 01/15/2015

Category: Background Check
Licensing
Licensing Appeal
Provider

Type: Purchase of Service Contract
Request for Appeal
Resource Family Disaster Plan
Sex Offender Address Check
Sex Offender Person Registry Check
SIR

Hold down the 'Ctrl' key for multi-selection Search

Results

Category	Type	Participant	Date	File Name
<input checked="" type="radio"/> Provider	SIR	n/a	01/20/2015	Unlicensed Shelter SIR 1.15.15.docx Edit

Record 1 to 1 of 1 Create Continue Close

11. If applicable, enter information in the Referral group box.

SIR Documentation

Date of Document	Image/Document
01/15/2015	Edit Delete Imaging Search

Insert

Referral

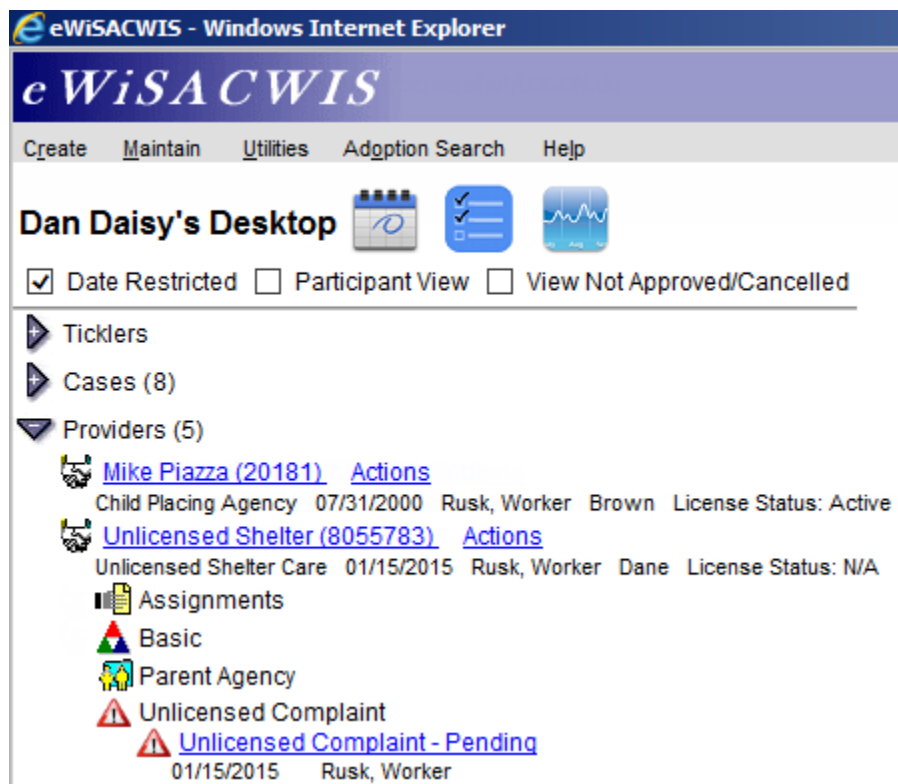
Referred To: Date Sent: 00/00/0000 Response Received: 00/00/0000

Referral Reason: Response:

12. Click Save to save the complaint. Click Close.




Note: Once a complaint has been saved, a Made in Error checkbox appears at the top of the page. See page 6 of this guide on how to make an unlicensed complaint in error.

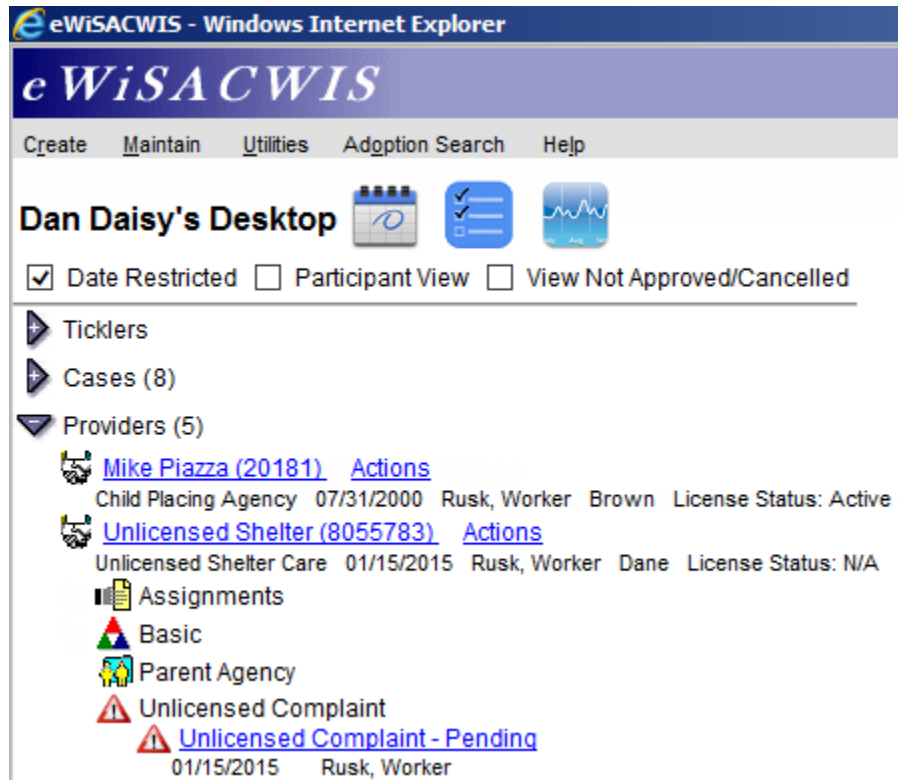
13. You can access the complaint at any time from the desktop.



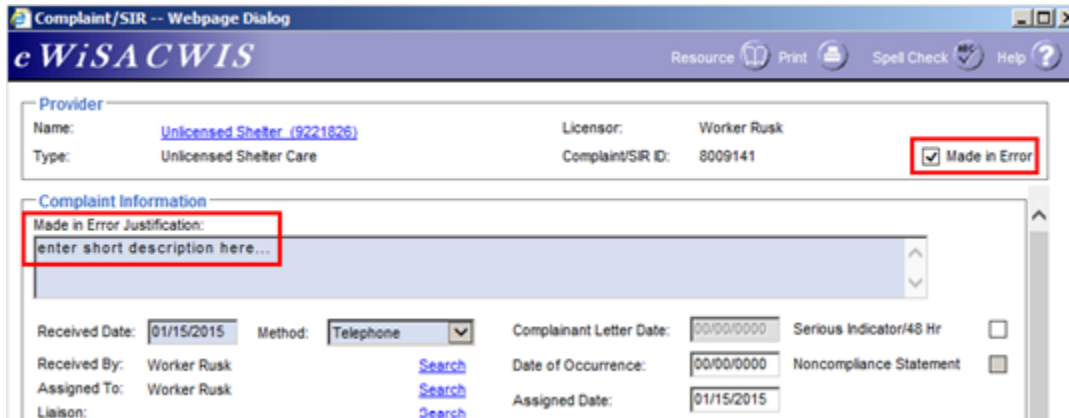
Making an Unlicensed Complaint in Error

Once an unlicensed complaint has been saved, a Made in Error checkbox appears on the Complaint/SIR page.

1. To make an unlicensed complaint in error, access the unlicensed complaint from your desktop. Click the  **Providers** icon. Click on the  icon for the appropriate provider record. Click on the  icon. Then click the [Unlicensed Complaint](#) hyperlink to open the Complaint/SIR page.



2. On the Complaint/SIR page, click the Made in Error checkbox. A Made in Error Justification field will appear. Enter a short description of why this complaint is being made in error.



Complaint/SIR -- Webpage Dialog

eWiSACWIS

Resource Print Spell Check Help

Provider

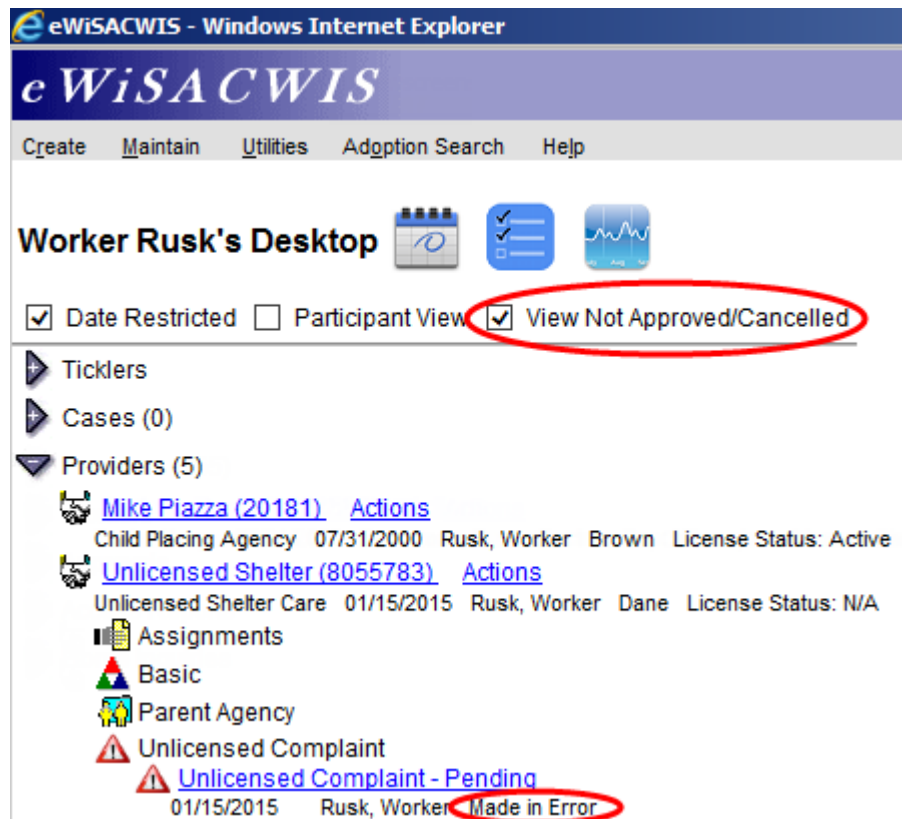
Name: [Unlicensed Shelter \(9221826\)](#) Licensee: Worker Rusk
 Type: Unlicensed Shelter Care Complaint/SIR ID: 8009141 ☒ Made in Error

Complaint Information

Made in Error Justification:
 enter short description here...

Received Date: 01/15/2015 Method: Telephone Complainant Letter Date: 00/00/0000 Serious Indicator/48 Hr ☐
 Received By: Worker Rusk Date of Occurrence: 00/00/0000 Noncompliance Statement ☐
 Assigned To: Worker Rusk Assigned Date: 01/15/2015

3. Click Save. This will freeze the record and no additional updates can be made. Click Close.
4. If a made in error complaint exists for this provider, you can view the made in error complaints from the desktop. Click the View Not Approved/Cancelled checkbox.



eWiSACWIS - Windows Internet Explorer

eWiSACWIS

Create Maintain Utilities Adoption Search Help

Worker Rusk's Desktop

☒ Date Restricted ☐ Participant View ☒ View Not Approved/Cancelled

Ticklers

Cases (0)

Providers (5)

[Mike Piazza \(20181\)](#) Actions
 Child Placing Agency 07/31/2000 Rusk, Worker Brown License Status: Active

[Unlicensed Shelter \(8055783\)](#) Actions
 Unlicensed Shelter Care 01/15/2015 Rusk, Worker Dane License Status: N/A

Assignments

Basic

Parent Agency

Unlicensed Complaint

Unlicensed Complaint - Pending
 01/15/2015 Rusk, Worker Made in Error